

**Appointment Type:** Permanent  
**Working Time:** Full Time  
**Reference Code:** NB00017531i  
**Opening Date:** 02/19/2010  
**Closing Date:** 02/26/2010

## **ITS4 Kiosk**

**\$4,542 to \$5,958 Monthly (Range 62) Plus Great Benefits!**

### **Agency Information**

This recruitment will be used to fill one vacant position to be located either in Connell, Washington or Spokane, Washington depending on the qualified candidate. This position will be utilized throughout the East Region. **THIS POSTING IS OPEN FOR INTERNAL CANDIDATES ONLY.** This posting will close on February 26, 2010 at midnight.

### **Duties**

As an IT Systems Support Specialist, provide computer and network support of information systems for the Department of Corrections, with a primary focus on Kiosks, Video Conferencing, and Video Camera systems for the Department of Corrections, East Region. Provide independent computer and network related customer service, equipment and software installation, troubleshooting, problem resolution, maintenance, documentation, consultation, project management, and acquisition. Report to IT Manager for daily and assigned tasks performed.

### **Qualifications**

This position works independently within the East Region using the Departments established procedures and systems. Use established work procedures in responding to help tickets for problem resolution, ensuring that priorities are followed and customers are contacted in the allotted timeframe of 3-5 business days. Log and maintain details of help tickets and asset management/inventory using the agency help desk software. This position will be the SME (subject matter expert) for Kiosks and Video Teleconferencing for the East Region. This position will require travel throughout the East Region with little to no notice. All the traveling will be via state vehicle. Due to the driving distances involved, this position will require some long work days and some overnight stays. Participate in the management of leased assets, including deployment, inventory accuracy and reclamation. Provide customer support via telephone, e-mail, help tickets, remote access, and onsite ensuring customer issues are resolved.

#### **DESIRABLE QUALIFICATIONS:**

Possess a valid driver's license.

Four years of information technology experience such as consulting, analyzing, designing, programming, installing and/or maintaining computer software applications, hardware, telecommunications, or network infrastructure equipment; directing projects; providing customer or technical support in information technology; or administering or supervising staff who performed work in any of these information technology disciplines.

### **Special Notes**

Please review the following when considering whether to apply for this opportunity:

- > Must be able to perform Essential Functions in an "open concept" (low walls) environment;
- > Must be flexible with changes to work schedule due to need for incident response;
- > Must be able to provide off-hours contact information for emergencies;
- > Must be able to lift in excess of 60 pounds.

- > Many tasks performed are hand intensive, involving frequent bending, reaching and grasping with two hands.
- > Must be willing to travel throughout region of employment, other regions, and to headquarters in Tumwater, which may require overnight stay.
- > All Department of Corrections' employees are fingerprinted for a criminal history background check.
- > All DOC facilities are smoke and/or tobacco free.

## Other Information

### Application Process:

In order to be considered for this position, you must complete the entire Application Wizard, however, completion of the Diversity Profile Questionnaire is optional. To ensure you complete the entire application, once in the Application Wizard, scroll to the right of the page and use the arrows to go to additional tabs. Remember to click on "Save" at the bottom of each tab to ensure your entries are saved. Be sure to also unlock your profile and keep your email address and other contact information current.

For further information about managing your application and profile, please refer to "Manage Your Job Applications and Profile" link located under the "Detailed Instructions" heading within [www.careers.wa.gov](http://www.careers.wa.gov).

Washington State Employees enjoy outstanding comprehensive benefits including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; employee advisory service; deferred compensation plans; educational benefits program; 11 paid holidays; flexible work hours; training; and state retirement plans. For more information please visit: <http://www.doc.wa.gov/jobs/benefitsummary.asp>.

The Core Competencies for all Department of Corrections' employees are: Safety, Treats Others with Respect and Courtesy, Dependability, Accountability, Judgment and Problem Solving, Leadership, Communication, Relationship Building, and Ethics and Integrity.

The State of Washington is an equal opportunity employer. Persons with a disability who need assistance in the application or testing process, or those needing this announcement in an alternative format, may call (360) 664-1960 or toll free (877) 664-1960 or Telecommunications Device for the Deaf (360) 664-6211. For questions about this recruitment, please email [jnnelson@doc1.wa.gov](mailto:jnnelson@doc1.wa.gov).

## How to Apply

1. Go to <http://careers.wa.gov/SearchAndApply.htm>.
2. If you are a new user, click on Register Now under the heading: **New Users**. Complete the fields under the **Registration** page. Remember to read and confirm acceptance of the Data Privacy Statement under the **Data Privacy Statement** header. Click Register. You are encouraged to build your profile in the system by clicking Option 1: Build Resume Profile under the header **My Resume**. Returning users can log-in by clicking the Job Seekers Login button.
3. Click on Apply Directly under the heading **My Job Search and Applications**.
4. In the reference code field, enter NB00017531\* and click on Start Search.
5. Click on the link, ITS4 Kiosk, Connell, WA under the **Job Posting** column heading to view the complete announcement and apply.
6. Click through all the tabs along the top to complete your application and a questionnaire.

7. Attach your current resume through the **Attachments** tab.
8. Submit a cover letter summarizing how your knowledge, skills and abilities meet the minimum qualifications of this position under the **Cover Letter** tab.
9. Your application will not be submitted until you hit the **Submit** button under the **Send Application** tab. Make sure to review all your information as you will not be able to edit your application once it has been submitted.
10. If you would like to see the status of your application, click on View Profile and Application History Statuses and Scores under the **My Job Search and Application** column heading on the **External Job Seeker Start Page**. You will be able to view your questionnaire scores on this page, including the latest status of all your applications.

**Help is available**

- A users' guide for applying to jobs is available at <http://careers.wa.gov/help/>.
- If you need assistance applying for this job, please call DOP at (360) 664-1960 or 1-877-664-1960 or e-mail [Information@dop.wa.gov](mailto:Information@dop.wa.gov).